☐ Conversion from PD format
☐ Update
☒ Informal Review
☐ Formal Review

Date Submitted 11/21/2011____

SECTION I - Identification

Working Title:
Computer Support Tech

Department:
Transportation

Job Code Number:
151415

Division & Bureau:
MCS Operations

Job Code Title:
Computer Support Tech

Section & Unit:
Support Services

Pay Band: 5

Work Address:
2701 Prospect Ave
Helena, MT 59620

Position Number: 22138

Phone: (406) 444.6332

☐ FLSA Exempt ☒ FLSA Non-Exempt

☐ Non-Union ☒ MPEA ☐ Blue Collar

Profile Completed By:
Dan Bisom

Work Phone:
(406) 444.7607

Work Unit Mission Statement or Functional Description:

The Motor Carrier Services Division (MCS) protects the Federal and Montana investment in Montana's highway system and ensures traveling public safety through regulation of the motor carrier industry and enforcement of state and federal commercial and agricultural motor carrier laws, rules, and regulations; licenses and permits commercial vehicles in compliance with State, Regional, and Federal law and/or agreement and establishes state, national and international commercial motor carrier regulatory and enforcement rule and policy on behalf of the State of Montana. MCS is a multi-program division responsible for:

- Commercial vehicle size and weight enforcement
- HVUT Administration and Certification
- Management of Montana's Motor Carrier Safety Assistance Program (MCSAP) Program
- Fuel tax evasion and dyed fuel enforcement
- Commercial vehicle oversize/overweight permitting
- Commercial vehicle and fleet vehicle licensing

- Administration of the International Registration Plan (IRP) for Montana
- Development of Montana's national and international commercial vehicle rules and policies
- Administration of the PrePass weigh station bypass program in Montana
- Management of MDT's Intelligent Transportation System/Commercial Vehicle Operations Program
- Management of Montana's Commercial Vehicle Information System Network (CVISN) program

Operations Bureau:

The Operations Bureau manages Montana's MCSAP, ITS/CVO and CVISN programs; oversees, coordinates and maintains the development, deployment and maintenance of the Division's information technology and other high technology infrastructure. This Bureau also provides statewide MCS purchasing, contract development, and financial, revenue and budget support for the division. The bureau also collects, analyses and reports data and information regarding the division's activities to support management of MCS.

The Operations Bureau is responsible for developing the annual MCSAP Commercial Vehicle Safety Plan and certification documentation, including the program's budget, and delivering the program in order to meet the MCSAP requirements as required under Code of Federal Regulations (CFR), Title 49. Execution and delivering of an acceptable MCSAP program is required in order for Montana to maintain eligibility for full highway construction funding. The Operations Bureau is responsible for collecting, assimilating, analyzing and reporting of data, information and statistics required by the Federal Highway's Administration (FHWA) for Montana's Commercial Vehicle Size and Weight Enforcement Plan and Certification. Like the MCSAP program, Montana's Commercial Vehicle Size and Weight program requires certification, in this case by FHWA to be eligible for full construction funds.

The Support Services Section is part of the Operations Bureau and is responsible for supporting each of the three bureaus within the Motor Carrier Services Division. The section is responsible for MCS data, statistical, informational, revenue, management system, and budget; development and implementation of complex private sector technical service; repair contracts, and the technical repair and maintenance for MCS field systems; and ongoing development and implementation of technical improvements and enhancements to data, statistical, information, management, budgetary and revenue programs administered by MCS.

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Describe the Job's Overall Purpose:

Uploads safety inspections and crash data into SAFETYNET and maintains the SAFETYNET system. The Federal Motor Carrier Safety Administration (FMCSA) evaluates each state's compliance with MCSAP based on the accuracy and timeliness in which the data is uploaded. This position is responsible for keeping the Motor Carrier Services Division compliant with FMCSA.

SECTION II - Major Duties or Responsibilities	***% of Time***
A. Computer Database Maintenance, Support, and Communication	80%

Provides computer technical support to inspectors, users, and other government agencies, this includes meeting with users to investigate problems, explaining federal technical requirements, and resolving user and systems problems with SAFETYNET.

Installs software programming and updates into the SAFETYNET Network, completing major installations with Information Services Division assistance. Uses technical manuals, user input, and contacts the Federal VOLPE Center to resolve technical problems.

Using Java or HTML program languages, creates program scripts to solve system problems or bugs, to resolve database, application or system interface issues in order to meet the needs of the MCSAP work unit, Operations Bureau or MCS Division.

Maintains accountability of SAFETYNET software installation and use activities including current software versions, problems, corrections, and installations.

Prepares and oversees daily performance of the SAFETYNET Network and uploads information into the National MCMIS database.

Electronically downloads inspection reports into SAFETYNET system.
- Receives and transfers inspection reports via wide area network system into the SAFETYNET Network.
- Ensure reports received are accurate and with no fatal errors.

Prepares, maintains, and completes SAFETYNET back-up system daily to prevent loss of data.

Integrates information entered into each PC for merging with SAFETYNET main database. Sets up user equipment and correct SAFETYNET versions for proper installation.

Performs Beta Testing on Federal Software to ensure accuracy and performance standards are met by trouble shooting software with normal data entry duties. Results of the testing would be forwarded to Washington DC Federal Headquarters for evaluation.

Trains new users in the proper use of SAFETYNET.

Maintains four inspection databases with approximately 35,000 inspections in each database by entering inspection and crash data ensuring accuracy and integrity standards are met.

Creates ad hoc database reports and batch files using a variety of software packages and languages in a customer-friendly end-user format.

Maintains familiarity with databases to ensure accuracy of reports.

Creates statistical reports using inspection and crash databases used as enforcement tools for Motor Carrier Services' Activities.

Creates ad hoc reports for other government agencies, the motor carrier industry and the general public for specific formal and informal reports.

B. Data entry of inspection and crash reports.   15%

Edits inspection reports.

- Reviews carrier names and addresses and changes incorrect information to match census database.
- Reviews inspection beginning and ending times and determines if range is valid based on established operation criteria plan.
- Determines if carrier unit types are correctly recorded and edits if necessary by using Federal definitions and guidelines.
- Determines hazard class categories on short inspection forms by identifying and verifying commodity ID numbers and determines correct recording and reporting procedures based on established Federal guidelines
- Reviews inspection report violation codes for completeness and accuracy, and edits using the Code of Federal Regulations and Montana Codes Annotated. Converts State codes to acceptable Federal codes when necessary to match violations.
- Forwards address changes to the United States Department of Transportation, Federal Motor Carrier Safety Administration.

Enters alphabetic and numeric data from truck inspection reports and crash reports received from Motor Vehicle Inspection Section (MVIS) truck inspectors, Montana Highway Patrol (MHP) Officers, and Montana Department of Transportation, Motor Carrier Services (MDT MCS) officers to compile statistics and produce reports required by Federal and State agencies

Designs, plans and implements filing systems that support efficient work unit operations, based on higher-priority workload and work unit needs.

Maintains Federal and State numbering system for identifying interstate and intrastate motor carriers by assigning ID numbers to intrastate motor carriers and forwarding requests for interstate numbers to the FMCSA.
Creates and maintains internal officer identification reports used by Section personnel.

Edits, and adds data to database using DBASE database structure and command language.

Creates and maintains Delinquent Letter Report for motor carriers not returning inspection reports by processing database information. The Delinquent Letter Report must be configured specifically for each motor carrier so as to ensure the proper motor carrier receives the letter.

C. Administrative Duties.   5%

Respond to questions from the general public, other government agencies, and the motor carrier industry regarding Federal and State laws and regulations pertaining to vehicle equipment, commercial vehicle safety, and hazardous materials.

Routes incoming telephone calls to requested parties or answers questions.

Attends special Network Training Workshops as representative of the State to receive additional specialized training for the SAFETYNET system.

Prepares outgoing mail for Section inspectors.

Prepares correspondence to other governmental agencies, the motor carrier industry and the general public.

Performs other duties as assigned.

2. ***Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:***

Creates ad hoc reports and batch files using various software to accommodate the end user. Many of the data base reports in the Federal software are canned reports. This position must be able to extract data from various sources, streamline the processing of the SAFETYNET software, and create specialty reports to satisfy requests of others that cannot be generated from the standardized reports.

This position makes sure the SAFETYNET system is operational. This is accomplished by troubleshooting problems, testing new versions of the software, and tracking past problems and resolutions.

3. ***The most complicated aspect of this position is:***

Creating ad hoc reports and batch files with various software, troubleshooting the SAFETYNET software throughout MDT's computer environment, and coordinating repairs with the Information Services Division and the Federal-supporting agency.

4. ***Guidelines, manuals, or written procedures that support this position include:***

FMSCA provides user manuals and guidelines to help support the installation of their specialty software.

5. ***The following duties and/or specific tasks listed under 1 above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

Duty A: Computer Database Maintenance, Support, and Communication
Duty B: Data entry of inspection and crash reports
Duty C: Administrative Duties

The following mental and physical demands are associated with these essential functions:

PHYSICAL
- Lift up to 50 pounds
- Sit at a desk for up to several hours at a time
- Install and troubleshoot computer equipment that may be located under desks, behind other office furniture, or in other places requiring flexibility to access
- Operate a computer using a keyboard and mouse for extended periods of time
- Use a telephone for extended periods of time

MENTAL
- Maintaining calm in stressful situations

6. **Does this position supervise others?** ☐ **Yes** ☒ **No**

Number directly supervised:
Complexity level of the positions supervised:
Position Number(s) of those supervised:

7. **This position is responsible for:**

☐ Hiring ☐ Recommends Termination ☐ Supervision ☐ Pay Level
☐ Performance Management ☐ Promotions ☐ Discipline
☐ Other:

8. **Attach an Organizational Chart.**

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:
Computer systems and software packages strengths and weaknesses.
Operating systems such as Windows XP, Windows 95/98 and VMS is required.
Networks and telecommunication systems operation.
Arithmetic, statistics, and their applications.
Specialty software support products including Crystal report writer, HTML, and Java script.

Office support products including Word, Excel, Oracle database applications, other department applications, Intra/Inter-net, and Electronic Mail, and their requirements in relation to computers currently in use by MDT.

SKILLS:
- Operating personal computers and software.
- Reading technical documents and resolving problems based on these documents.
- Troubleshooting and problem isolation skills for a variety of situations involving varying equipment configurations and software combinations with SAFETYNET.
- Interpreting conditions to determine solutions to day-to-day problems.
- Communicate solutions effectively with departmental users.
- Listening, understanding, and asking questions as appropriate of users, staff, and managers.
- Assisting and enabling others to use computer systems and software packages.
- Communicate effectively verbally and in writing to a wide variety of people with different skills.
- Teamwork
- Continuous quality improvement
- Multi-tasking diverse projects.
- Maintaining effective working relationships with peers and staff at various levels.

Behaviors required to perform these duties:

Ability to work with people; ability to assist and enable others in the use of computer systems and software packages. The applicant must be able to demonstrate effective troubleshooting and problem isolation techniques in a variety of situations involving varying configurations of hardware, software and

communications combinations with SAFETYNET, ASPEN, ISS, CAPRI, FMCSA Portal, Outlook, Internet Explorer, Word, Excel, etc.

Ability to read and understand technical documents and to resolve problems based on own knowledge, skills abilities using information contained in these documents.

Ability to listen, understand, expression oneself and ask questions as appropriate of users, staff, and managers.

Also required is the ability to interpret conditions, to determine solutions to day-to-day problems, and to communicate solutions effectively with departmental and state and federal agency users.

Incumbent must have the ability to communicate effectively both verbally and in writing to a wide variety of people with different skill levels. This requires a patient and diverse approach towards resolving and understanding the daily needs of our users. Must also function as a member of a team in a continuous quality improvement environment and be able to work on multiple projects of a diverse nature at the same time. Must provide assistance in technical data processing areas to individuals performing all types and levels of work from clerical staff to top-level managers. These tasks require that the employee have the ability to develop and maintain effective working relationships with peers and staff at various levels.

CORE VALUES – GENERIC BEHAVIORS

See MDT Core Behaviors

Education:
Check the <u>one box</u> indicating minimum education requirements for this position for a new employee the first day of work:

☐ No education required	☐ Related AAS/2-years college/vocational training
☐ High school diploma or equivalent	☒ Related Bachelor's Degree
☐ 1-year related college/voc. training	☐ Related Master's degree

Please specify the acceptable and related fields of study:

      Required/Acceptable: Computer Science

      Related: Business, Engineering, Mathematics, or Economics

Other education, training, certification, or licensing required (specify):

Experience:
Check the <u>one box</u> indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☒ No prior experience required	☐ 3 years
☐ 1 year	☐ 4 years
☐ 2 years	☐ 5 or more years

Other specific experience (optional):

Will a Master's degree substitute for the required experience? Yes
If yes, specify degrees: Computer Science, Business, Engineering, Mathematics, or Economics

☐ One year   ☒ Two year

Will experience substitute for the degree requirement? Yes

If yes, specify experience:
A combination of education and experience equivalent to completion of high school and four years of directly related experience in computer applications or systems support and computer applications course work
(OR)
Two years of directly related post-secondary or vocational training and two years of related experience in computer applications or systems support.

Alternative Qualifications:
This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes   ☐ No

Alternative qualifications include:

Directly related professional-level experience may substitute for education and directly related professional education may substitute for experience.

SECTION IV – Other Important Job Information

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____   Title:_____

Signature: _____   Date: _____

Immediate Supervisor:
Dan Bisom   Support Services Section Supervisor

Name: _____   Title:_____

Signature: _____   Date: _____

Division/District Administrator:
Duane Williams   MCS Administrator

Name: _____   Title:_____

Signature: _____   Date: _____

Department Designee:

                                         Administrator, Human Resources Division

Signature: _____   Date: _____